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ABSTRACT

An instructor's manual and student activity guide on the general clerical worker/receptionist are provided in this set of prevocational education materials which focuses on the vocational area of office occupations. (This set of materials is one of ninety-two prevocational education sets arranged around a cluster of seven vocational offerings: agriculture, home economics, distributive education, health occupations, world of work, trade and industry, and office occupations.) The instructor's guide is organized into the following elements: title of activity, duration of activity (four to seven periods), activity goals, five instructional objectives, related vocational clusters, and activity implementation (description, materials needed, safety considerations, teacher preparation prior to class, during the class, follow-up activities, and masters for duplication). The student activity guide provides step-by-step instructions (narrative and illustrations) for completing each instructional objective (e.g., write an outgoing letter, sort incoming mail). At the end of each set of instructions is a student check point (evaluation activity). An occupational description for a receptionist concludes the document. (JH)

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ED169354

OFFICE OCCUPATIONS – GENERAL CLERICAL, RECEPTIONIST

Kit No. 65

INSTRUCTOR'S MANUAL

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In Cooperation With

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1978

CE 020 539

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NATIONAL INSTITUTE OF
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TITLE OF ACTIVITY

Kit No. 65, Office Occupations – General Clerical, Receptionist

DURATION

Main Activity: 2 – 3 periods
Follow-up Activity: 2 – 4 periods

GOALS

The student will understand how to sort mail.

The student will become familiar with the proper way to write a letter.

The student will realize the importance of accurate, concise, timesaving telephone messages.

The student will realize the necessity for altering job plans for the smooth completion of business.

INSTRUCTIONAL OBJECTIVES

Given appropriate instructions and materials, the student will make a list of telephone communication abbreviations.

Given appropriate instructions and materials, the student will sort incoming mail.

Given appropriate instructions and materials, the student will write an outgoing letter.

Given appropriate instructions and materials, the student will record accurate telephone messages.

Given appropriate instructions and materials, the student will properly set up and perform a demonstration.

VOCATIONAL CLUSTERS

Home Economics

ACTIVITY IMPLEMENTATION

A. Description

The student will be responsible for the routine duties of a receptionist. With the aid of a cassette recorder, the student will take telephone messages. The student will sort mail, sometimes having to read a letter to determine to whom the letter should go. Other duties include demonstrating the product, writing a letter, and filing.

B. Safety

Extreme caution should be used in operating the toaster oven. Dry hands carefully after washing before touching the oven.

C. Materials Required

1. Audio Visual Equipment
   None
2. Technical Equipment
   1 Toaster oven
   5 Cassette recorders
   5 Cassette tapes
3. Expendable Materials
   Paper
   50 Envelopes
   25 Slices of bread
   25 Slices of cheese
   25 Paper plates (small)
   Cellophane tape
   150 Folders (file)
   1 Bar soap
   Paper towels
   25 Rubber bands

D. Preparation Prior to Class

Prior to class you may want to contact several companies and ask for some old letterheads and envelopes. You may want to contact the telephone company and ask to use teletraining equipment to help the class become familiar with proper telephone etiquette. The company representative may come and give a demonstration to the class.

Duplicate spirit master that simulates envelopes; cut the pages into four envelopes.

Duplicate copies of the two letters and address two envelopes as follows:

Toaster Bake Corp.
1118 Valley View
Anytown, South Carolina 29600

Place copies of the letters in the envelopes and combine these with the four dummy envelopes, using a rubber band. There should be a total of six envelopes in the stack. This is what the student will sort as incoming mail.

Run off 25 copies of the demonstration schedule and enough copies of the telephone message form to give each student eight copies.

You may want to alternate assignments and duties by having students begin with different objectives.

E. During Class Session

INTRODUCTION – Students, today we are beginning an activity which will help us to learn the duties of a receptionist. Although most receptionists' jobs start at minimum wage, many people like this type work because it is varied. Since the receptionist is often the person who gives the first impression of a company, he/she needs to dress neatly, speak politely, and be able to handle varied responsibilities and situations promptly and efficiently.

TO THE TEACHER: You should supervise the toaster oven, as the danger of shock and burns exists.

F. Follow-up Activities

VIEW Fact Sheets
Bell Telephone Serics Crossword puzzles and games (available from Southern Bell) and booklets.
Class discussion or debate: Would a job as a receptionist lead to an interesting and challenging career?
Go over messages taken by the students to see if all the pertinent information was included.

ANSWER KEY

None

MASTERS FOR DUPLICATION

VIEW Fact Sheet
Letter from Anytown Chamber of Commerce
Letter from Ever Ready Hardware S.ore
Dummy Envelopes
Demonstration Schedule
Telephone Message Form

VIEW FACT SHEET

NAME _____ CLASS _____ OCCUPATION _____

A. List the advantages (good points) of this occupation (job).

B. List the disadvantages (bad points) of this occupation (job).

C. List three things you should know to do this occupation (job).
1.
2.
3.

D. What type of education should you get to be prepared (do) for this occupation (job)?

E. What courses must you take to go into this occupation (job)?

F. What do you think your future in this occupation (job) will be?

G. What wage can you expect in this occupation (job)?

H. What are the working hours of this occupation (job)?

I. To learn more about this occupation (job), write to:

J. Using a scale of 1 to 5, circle the number that measures your interest in this occupation (job) as a possible career.

I don't like it. ← 1 2 3 4 5 → I like it.

Toaster Bake Corp.
1118 Valley View
Anytown, South Carolina 29600

Dear Sir/Madam:

We are organizing a Chamber of Commerce in your area and would like very much for the president of your firm to attend our organizational meeting on July 15. Please notify us if you can attend.

Sincerely,

Paul Stewart
Anytown Chamber of Commerce

Toaster Bake Corp.
1118 Valley View
Anytown, South Carolina 29600

Dear Sir/Madam:

We are interested in selling your brand of toaster oven. Please ask your salesperson, Ms. Joyce Ann Brown, to call on us at her earliest convenience.

Thank you.

Very truly yours,

John Smith, President
Ever Ready Hardware Store

Mr. Lloyd Green
Toaster Bake Corp.
1118 Valley View
Anytown, SC 29600

Ms. Joyce Ann Brown
1118 Valley View
Anytown, SC 29600

Mr. Jim Brown
Toaster Bake Corporation
1118 Valley View
Anytown, SC 29600

Toaster Bake Corp.
Attention Ms. White
1118 Valley View
Anytown, SC 29600

DEMONSTRATION SCHEDULE

Date_____ 19 __

8:00	Ms. White, Ms. Brown
9:00	Mr. Black, Ms. White
10:00	Ms. Brown, Mr. Black
11:00	Ms. White, Mr. Green
LUNCH	
1:00	Mr. Green, Ms. Brown
2:00	Ms. Brown, Ms. White
3:00	Mr. Black, Mr. Green

CALL FOR _____

_____ Called

While You Were Out

Message _____

_____

_____

Phone Number _____

Date _____

Time _____

Taken by _____

CALL FOR _____

_____ Called

While You Were Out

Message _____

_____

_____

Phone Number _____

Date _____

Time _____

Taken by _____

CALL FOR _____

_____ Called

While You Were Out

Message _____

_____

_____

Phone Number _____

Date _____

Time _____

Taken by _____

CALL FOR _____

_____ Called

While You Were Out

Message _____

_____

_____

Phone Number _____

Date _____

Time _____

Taken by _____

OFFICE OCCUPATIONS – GENERAL CLERICAL, RECEPTIONIST

Kit No. 65

STUDENT
LEARNING ACTIVITY GUIDE

Prepared By

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GENERAL CLERICAL – RECEPTIONIST

INTRODUCTION

Congratulations! You have just been hired as a receptionist for the Toaster/Bake Corporation. This job has so many varied duties that there is absolutely no way to get bored. Your job will consist of sorting incoming correspondence (letters), writing outgoing correspondence, taking telephone messages, filing, and even performing a demonstration of your company's product – a toaster oven.

Since time is so important on any job, telephone messages should be taken in an abbreviated manner.

The president of the company is Mr. Lloyd Green. The salespersons are Mr. Jim Black, Ms. Mary White, and Ms. Joyce Ann Brown; and you, as the receptionist, are the person who makes the work of the president and salespersons easier.

GOALS

The student will understand how to sort mail.

The student will become familiar with the proper way to write a letter.

The student will realize the importance of accurate, concise, timesaving telephone messages.

The student will realize the necessity for altering job plans for the smooth operation of business.

DIRECTIONS

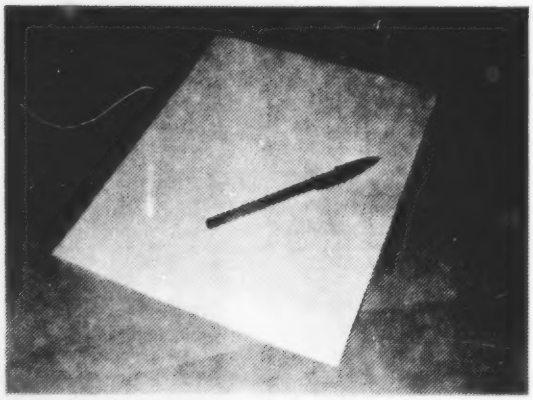
Follow all instructions and do not write in this book.

MATERIAL

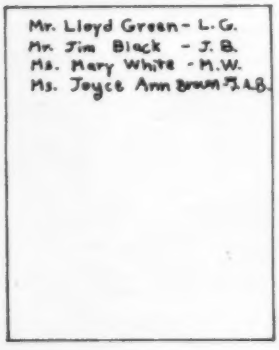
Pen or pencil
Sheet of paper
8 Telephone message forms
6 Folders

Instructional Objective 1

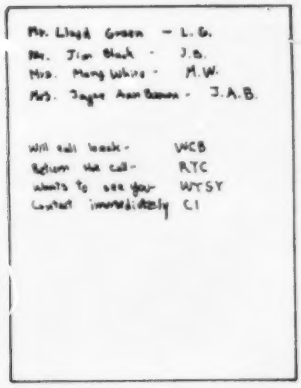
Given appropriate instructions and materials, the student will make a list of telephone message communications abbreviations.



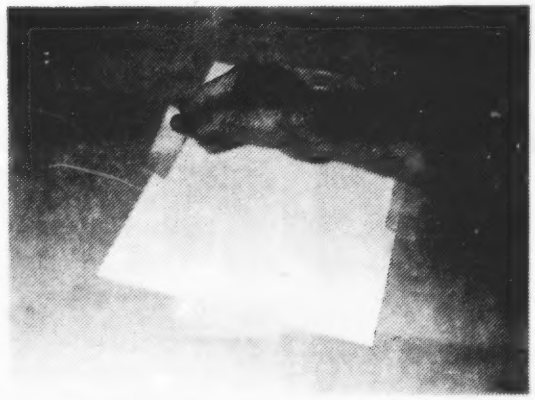
STEP 1 – Get a blank sheet of paper and a pen.



STEP 2 – At the top of the paper write:
Mr. Lloyd Green–L.G.
Mr. Jim Black–J.B.
Ms. Mary White–M.W.
Ms. Joyce Ann Brown–J.A.B.
(Whenever you get a phone message write the initials of the person the message is for.)


Mr. Lloyd Green - L.G.
Mr. Jim Black - J.B.
Ms. Mary White - M.W.
Ms. Joyce Ann Brown - J.A.B.
Will call back - WCB
Return the call - RTC
Wants to see you - WTSY
Contact immediately CI

STEP 3 – About half way down the paper write:
Will call back–WCB
Return the call–RTC
Wants to see you–WTSY
Contact immediately–CI
(These abbreviations will enable you to take a message quickly and efficiently.)



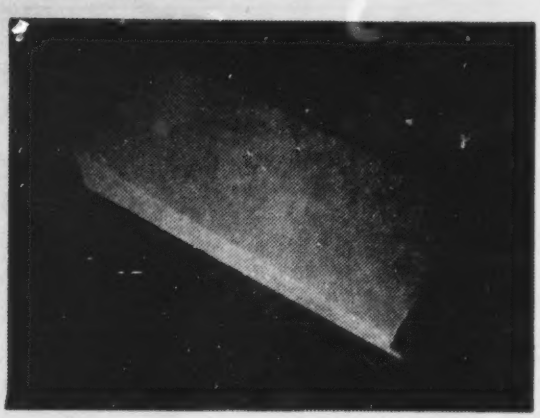
STEP 4 – Tape this paper to your desk for reference.

Check Point

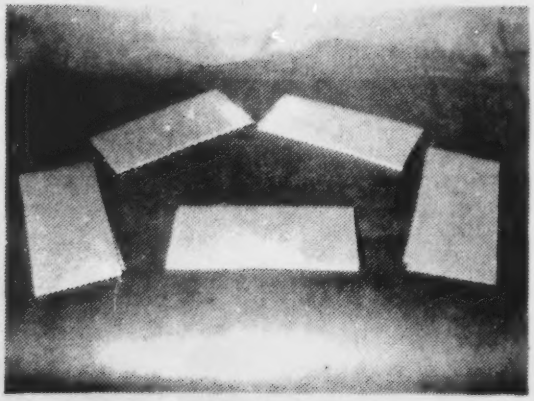
Did you write clearly?
Is the abbreviation code readily available?

Instructional Objective II

Given appropriate instructions and materials, the student will sort incoming mail.

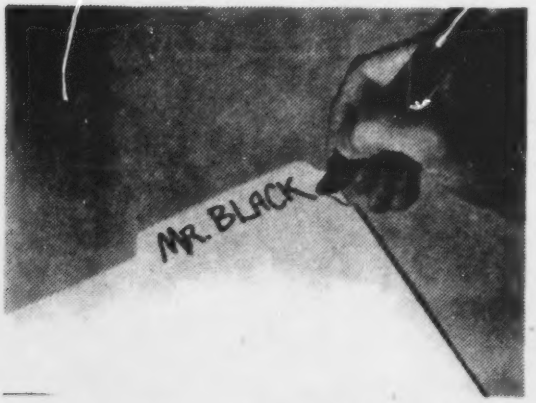


STEP 1 – Get all the mail that was delivered to your company today from the teacher. (This is called incoming mail.)

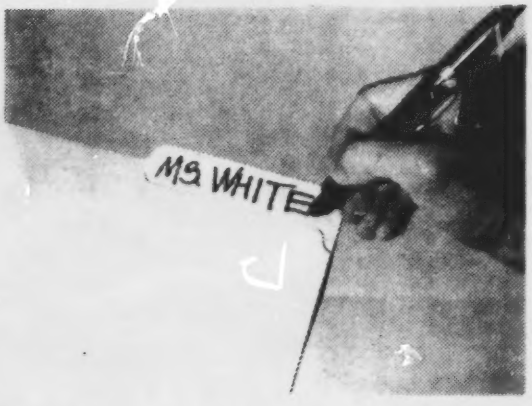


STEP 2 – By looking carefully at the outside of the envelope, decide to whom the letter should go. (It would be best to have a stack for each of the salespersons, and one for the president.) If you cannot tell by the outside of the envelope, open it, read the letter, and then determine to whom the letter should go.

STEP 3 – Get a folder; print Mr. Green's name on the tab (the part that sticks up) and put his mail inside the folder.



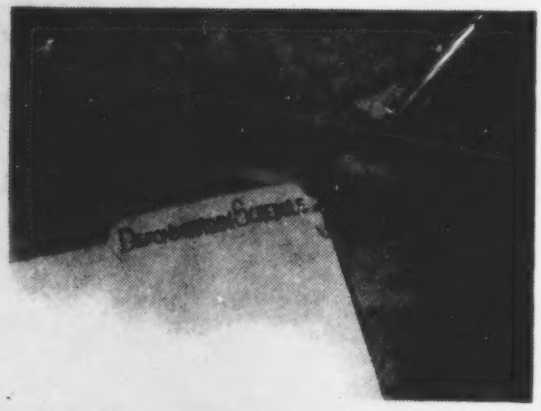
STEP 4 – Get another folder; print Mr. Black's name on it and put his mail inside the folder.



STEP 5 – Get another folder; print Ms. White's name on it and put her mail inside the folder.

STEP 6 – Get another folder; print Ms. Brown's name on it and put her mail inside the folder.

STEP 7 – On another folder print OUTGOING MAIL on the tab.



STEP 8 – On the last folder print DEMONSTRATION SCHEDULE.

Check Point

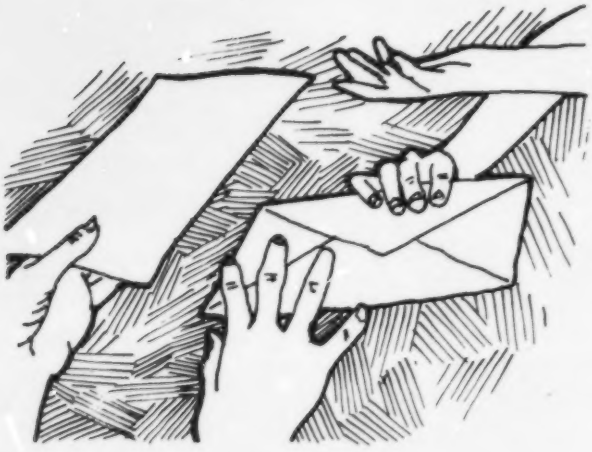
Did you study the outside of each envelope?

Did you read the letters carefully?

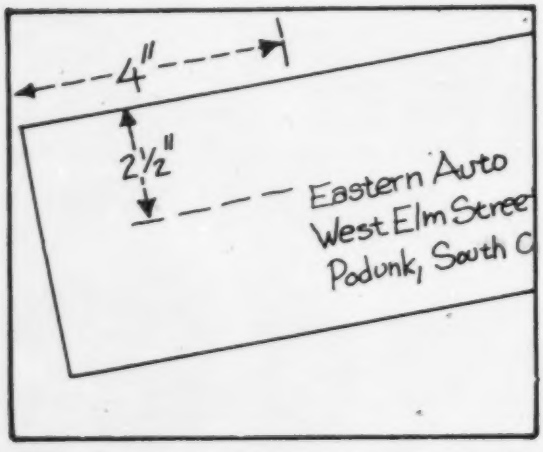
Did you label each folder clearly?

Instructional Objective

Given appropriate instructions and materials, the student will write an outgoing letter.

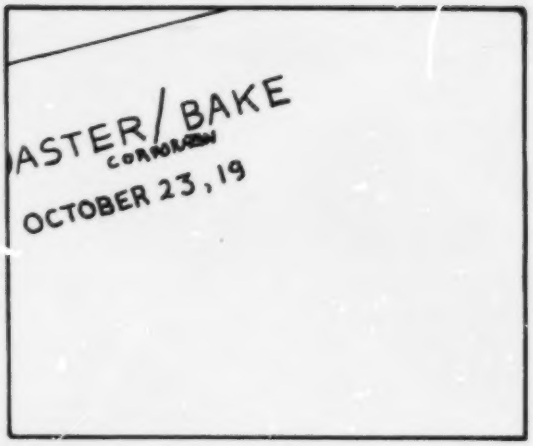


STEP 1 – Get a letterhead and an envelope from your teacher.

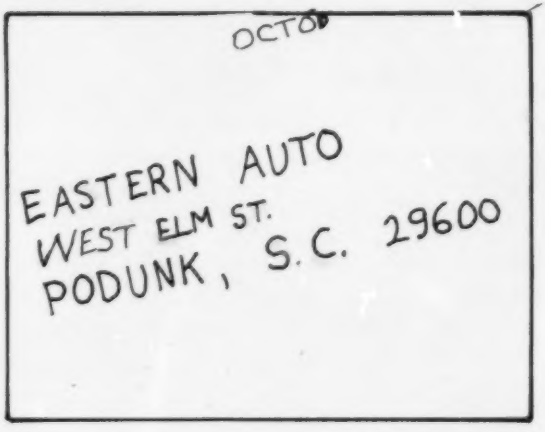


STEP 2 – Address the envelope about 2½ inches (6.35 cm) down from the top and 4 inches (10.16 cm) over from the left hand side to:

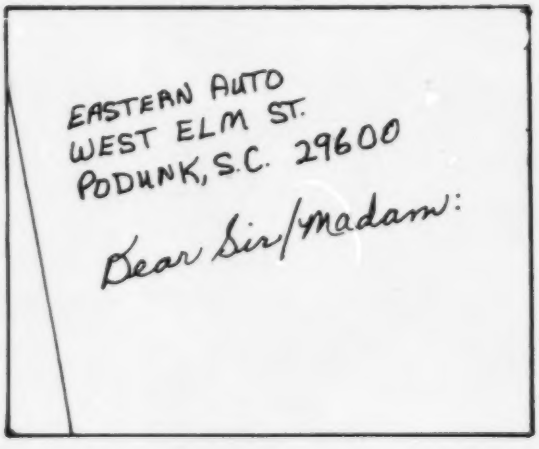
Eastern Auto
West Elm Street
Podunk, South Carolina 29600



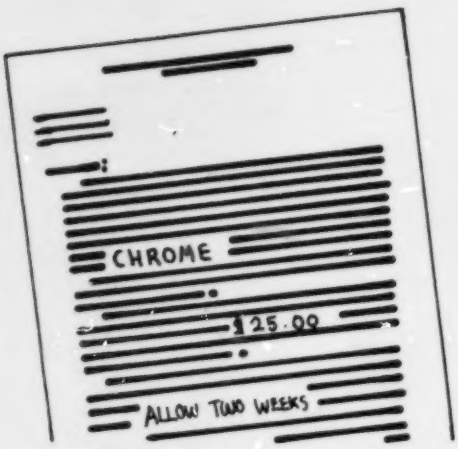
STEP 3 – In the middle of the letterhead (skip a line after the printed heading) put today's date.



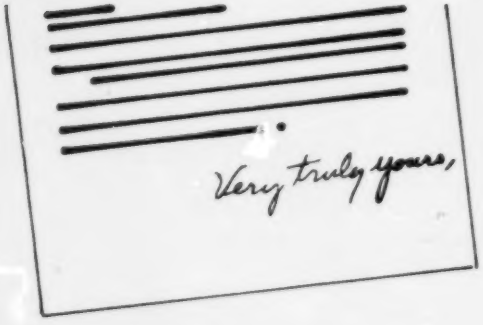
STEP 4 – Skip four or more lines (depending on the length of your letter) and write the address exactly as you did on the envelope.



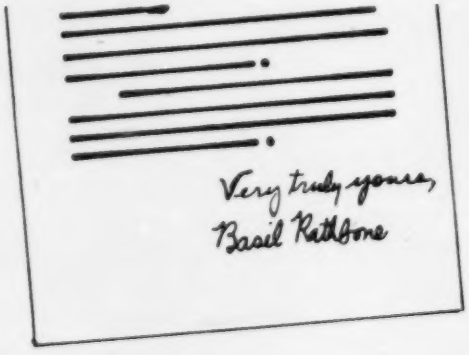
STEP 5 – Skip a line, and write Dear Sir/Madam:



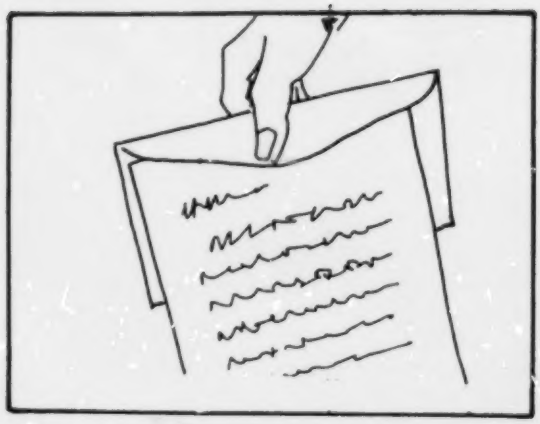
STEP 6 – Skip a line; at this point you will begin the body of the letter (or what you want to say). Make up your own sentences, but include this information: the price of the toaster oven is $25.00; the color is chrome; allow two weeks for delivery of an order of 24 or more.



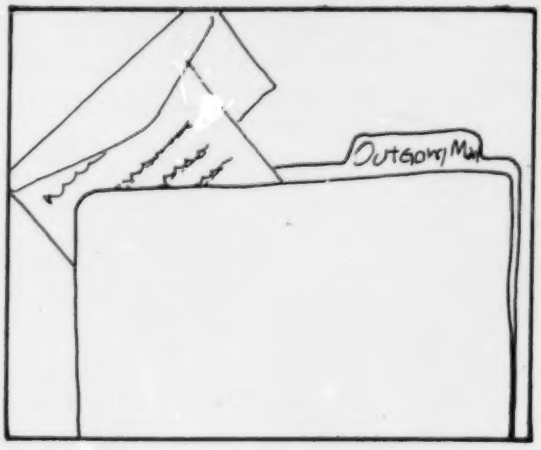
STEP 7 – Skip a line, write Very truly yours,



STEP 8 – Sign your name directly under Very truly yours.



STEP 9 – Put the letter under the flap on the envelope.



STEP 10 – Put both the letter and envelope in the outgoing mail file.

Check Point

Is the envelope addressed neatly and properly?

Did you include all the necessary information in your letter?

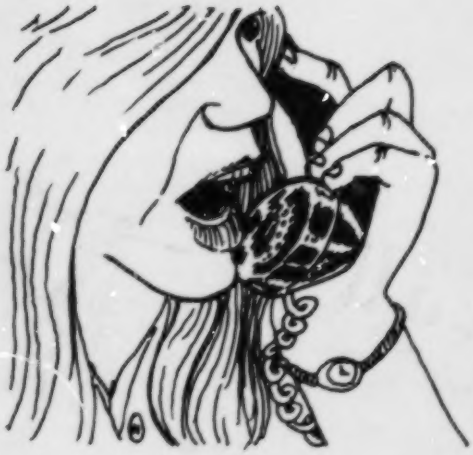
Did you file the letter in the correct folder?

Instructional Objective IV

Given appropriate instruction and materials, the student will record accurate telephone messages.

STEP 1 – Get a pad of telephone messages, the tape recorder and a tape of phone messages.

STEP 2 – Assume that on this particular day the president and all the salespersons are out of the office.



STEP 3 – The correct way to answer a phone is to say, "Toaster Bake Corporation, your name, may I help you?" This lets the caller know who has been called, and who answered the phone. Then listen carefully to any messages.

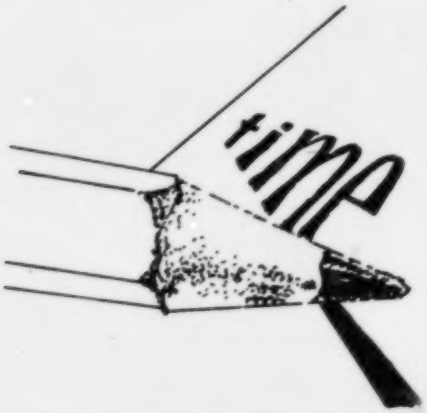
STEP 4 – Get a telephone message form. Look at the form to see what information should be included.

STEP 5 – Next to "call for," you will write the name of the person for whom the call is intended. Be sure to use the abbreviations for the person's name.

STEP 7 – Under message, you will put down only pertinent information. If the message can be one of the abbreviations you have taped to your desk, use it. This will save time. Be sure to write down phone numbers if they are given.

STEP 6 – On the next blank you will put the caller's name.

STEP 8 – Next to "date," you will put down today's date.



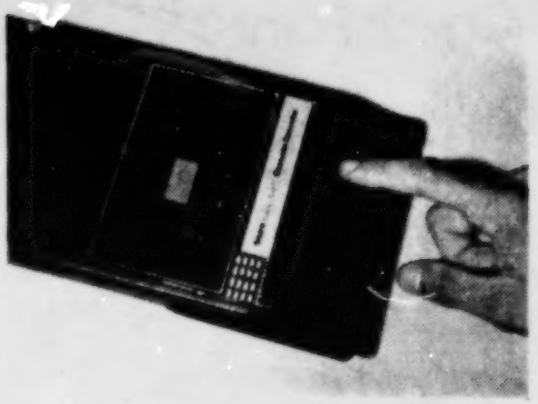
STEP 9 – Next to "time," you will put the time of the call.

taken by J.P.

STEP 10 – You will put your initials next to "taken by."

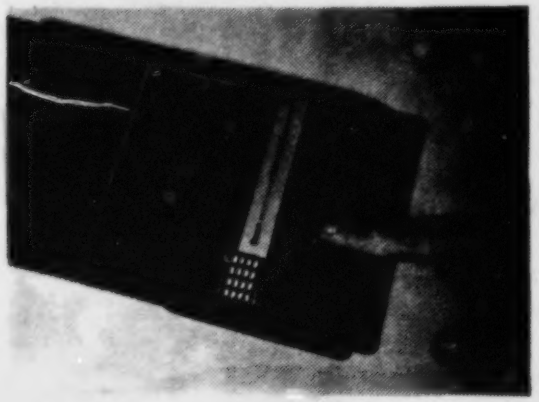
STEP 11 – Now, turn on the tape recorder and listen for the ring. When you hear the ring and the telephone being picked up, answer the phone in the proper manner.

STEP 12 – When the caller has spoken, notify him/her that the person he/she is calling is not in the office.



STEP 13 – Listen for the message, record it, and then repeat it back to the caller. After the call is completed, turn off the tape recorder.

STEP 14 – If the message is for Mr. Green, put it in his folder. If the message is for Mr. Black, put it in his folder. If the message is for Ms. White, put it in her folder. If the message is for Ms. Brown, put it in her folder.



STEP 15 – Turn on the tape recorder for the next call. Continue doing this until the recording indicates that there are no more calls.

Check Point

Did you use abbreviations whenever possible?

Were you courteous and helpful?

Did you record all important information?

Did you repeat the message to the caller?

Instructional Objective V

Given appropriate instructions and materials, the student will properly set up and perform a demonstration.

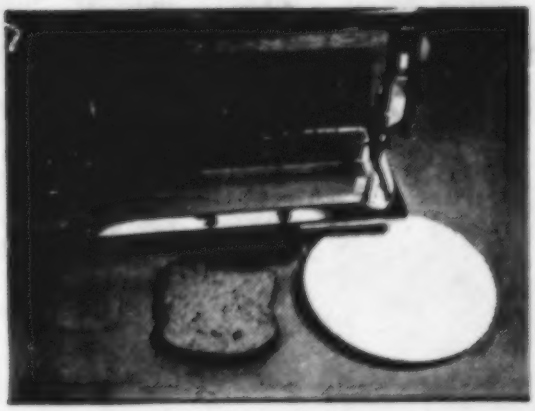
STEP 1 – Get a demonstration schedule from your teacher and put it in the folder marked DEMONSTRATION SCHEDULE.

STEP 2 – Put today's date on the line next to the word "date."

STEP 3 – Read the schedule.

STEP 4 – The schedule is full, as you can see, because every time slot has two persons for demonstrations.

STEP 5 – At 1:30 Ms. White calls you and says she has become ill and will not be able to keep her two o'clock appointment. Mr. Green and Mr. Black have to leave at 1:45 for their three o'clock demonstrations which are in nearby towns. Ms. Brown cannot be here at the office for Ms. White's demonstration, and at the extension center, too. You are going to have to demonstrate the toaster oven.



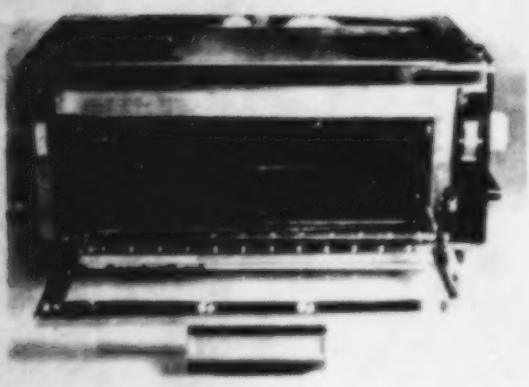
STEP 6 – Set up for the demonstration by getting out one slice of bread, one slice of cheese, one paper plate and the toaster oven.

STEP 7 – Plug the oven in and set the dial on 350 degrees.

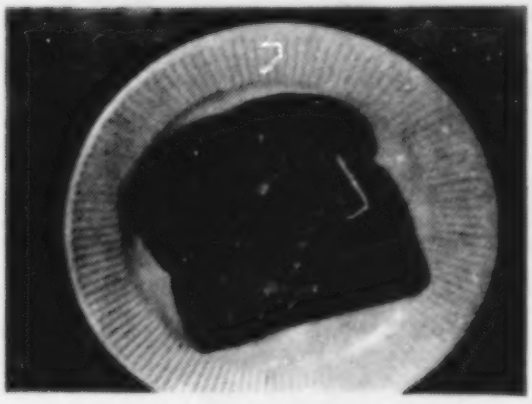
STEP 8 – Wash your hands.

STEP 9 – Put the cheese on the slice of bread.

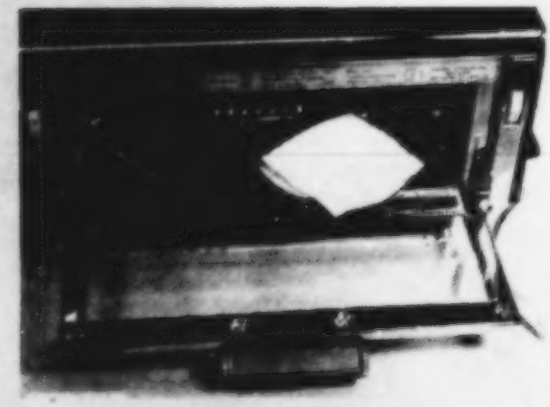
STEP 12 – Keep an eye on it until the cheese melts and the bread browns.



STEP 10 – Open toaster and pull out grill.



STEP 13 – Remove cheese toast from oven and put on paper plate.

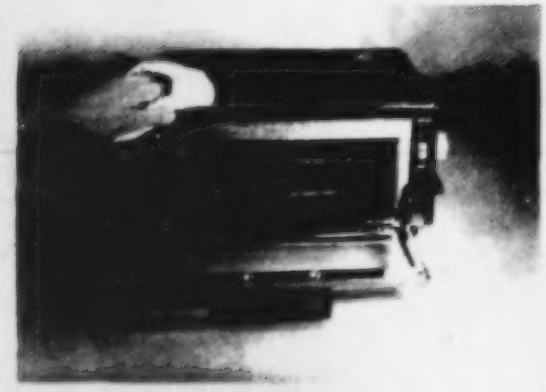


STEP 11 – Put bread on grill.

STEP 14 – Turn off oven.

STEP 15 – Unplug oven.

STEP 16 – Serve yourself a piece of cheese toast.



STEP 17 – Clean up your demonstration area.

Check Point

Did you check the demonstration schedule carefully to make sure everyone else had a demonstration to perform?

Did you wash your hands?

Was the cheese toast cooked properly?

Did you turn off and unplug the toaster?

237.367-038 RECEPTIONIST (clerical) reception clerk.

Receives callers at establishment, determines nature of business, and directs callers to destination: Obtains caller's name and arranges for appointment with person called upon. Directs caller to destination and records name, time of call, nature of business, and person called upon. May issue visitor's pass when required. May make future appointments and answer inquiries [INFORMATION CLERK (clerical)]. May perform variety of clerical duties [ADMINISTRATIVE CLERK (clerical)] and other duties pertinent to type of establishment. May collect and distribute mail and messages. May receive patients in office of DENTIST (medical ser.); PHYSICIAN (medical ser.), or other health service, and be designated as OUTPATIENT RECEPTIONIST (medical ser.), or RECEPTIONIST, DOCTOR'S OFFICE (medical ser.).